



Kansas Health Foundation Communities Portal Frequently Asked Questions

Frequently Asked Questions

Please submit any questions regarding the KHF Communities Portal via email, with the subject "KHF Communities Portal Question," to Natalie Olmsted, Program Assistant, at nolmsted@khf.org.

1) How do I access the KHF Communities Portal?

Click on the link [here](#) to login to an active account, or to register as a new user.

2) How do I register as a new user?

1. When you are directed to the login page, click on the "New User?" link and follow the instructions to submit your registration request.
2. Once your request is submitted, you will receive an email asking you to confirm your email.
3. KHF staff will review your request to register as a new user in portal and will notify you of the status of your request within two business days (please allow for extra time over weekends and holidays).
4. If approved, you will receive a second email asking you to activate your account.
5. Once activated, you will be able to login.

3) What do I do if I forget my username?

Contact Natalie Olmsted, KHF Program Assistant, at nolmsted@khf.org to locate your username.

4) What do I do if I forget my password?

Click on the **Can't access your account?** located on the Sign In page for the Communities Portal. Follow instructions to reset your password. If you continue to have issues, please contact KHF Program Assistant Natalie Olmsted at nolmsted@khf.org.

5) Can more than one person at my organization have a user account?

Yes. Please be mindful of how many people within your organization have a user account because all users registered under a specific organization have access to view and edit all records (grants, reports, amendments) associated with that organization.

6) Can I create a single "Ghost" user account for everyone at my organization?

KHF will only approve user registration requests for actual people associated with your organization.

7) How can I update my contact information?

Navigate to the "Profile" page. Select the Contact tab. If any information is incorrect, click on the "Edit" button located on the right-hand side of the page to make edits to your contact information.

8) How can I update my organization's information?

Navigate to the "Profile" tab located at the top of the portal. Select the Organization tab. If any information is incorrect, click on the "Change Request" button located on the right-hand side of the page. Complete and submit the change request form. If KHF staff have questions, they will contact you.

9) How do I apply for an open grant opportunity?

Open grant opportunities can be accessed by clicking on "Explore Grant Opportunities" located in the top left-hand corner of the portal.



10) How can I contact KHF staff if I have questions about a proposal, report or amendment?

Click on the “Compose Message” button on the right-hand side of the “Dashboard” page, or send an email to Gina Hess, KHF Grants Associate at gness@khf.org.

11) Can I view previously submitted grant proposals, amendments or reports?

Yes, as long as they were submitted through the KHF Communities portal. Any grant requests (approved or declined) submitted prior to January 2019 are not accessible in the portal. Please reach out to Gina Hess, KHF Grants Associate, at gness@khf.org, if you want to view pre-2019 grant proposals, amendments and reports.

12) Do I have to complete my grant application in one setting?

No. Users can save applications and come back to edit them later.

13) How can I edit a proposal that I have already submitted in the portal?

Notify a KHF staff member that you wish to make edits to your proposal by clicking on the “Compose Message” button on the right-hand side of the “Dashboard” page, or by sending an email to Blair Weibert, KHF Grants Officer at bweibert@khf.org. If allowed, you will be notified that your application has been made available for further edits.

1. Navigate to the Requests section of the “Dashboard” page.
2. Click on the icon in the Edit column of the appropriate proposal you wish to edit.
3. Make the necessary edits.
4. Review and Submit the proposal.

14) Can other people at my organization edit a proposal I created?

Yes. All portal users registered under a single organization have viewing and editing access to proposals, grant reports or amendments, regardless of whether or not they created it themselves. Please be mindful of who creates user accounts within your organization, and please be mindful of proposals, reports or amendments that are not associated with a grant you are working on.

15) How can I view the status of a submitted request, report or amendment?

The status of a submitted proposal or amendment is listed in the “Status” column of submitted requests, reports or amendments.

16) How can I access documents associated with my proposal after I've submitted it to KHF?

All documents can be accessed by clicking on the magnifying glass icon under the view column next to a request. Once you have clicked into your application, all documents can be accessed on the Files tab.



17) Is it possible to amend a grant agreement?

Yes, if a request for amendment is submitted for consideration within 60 days of the grant end date. The following events require an amendment:

1. No-Cost Extension: The grant is ending within 60 days and something has occurred that makes it necessary to extend beyond the end date to accomplish the purpose of the funding.
2. Budget Change: It becomes necessary to use funds differently than originally indicated in the approved budget to accomplish the purpose of funding.
3. Waiver of Requirement(s): Something has occurred that makes a requirement listed in the signed agreement no longer relevant or necessary.
4. Change in Scope of Work: Something has occurred that requires a change in scope of work to accomplish the purpose of funding.

18) How do I request an Amendment to a current grant?

1. Navigate to the Requests section of the "Dashboard" page.
2. Click on the icon located in the Amend column for the specific grant you want to amend.
3. Complete the request form that is created.
 - a. Select the kind of amendment(s) you are requesting
 - b. Select the Authorized Representative at your organization who can sign legal documents.
 - c. Complete the appropriate sections for the type of amendment(s) you selected and submit.

A KHF staff member will contact you, if necessary, for further steps to complete the amendment process.

19) How do I submit reports for a current grant?

1. Navigate to the Reports section of the "Dashboard" page.
2. Click on the icon located in the Edit column for the specific report you want to complete.
3. Complete and submit the report form.

20) Can I copy and paste from an external document into a report, application or amendment form?

Yes.



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